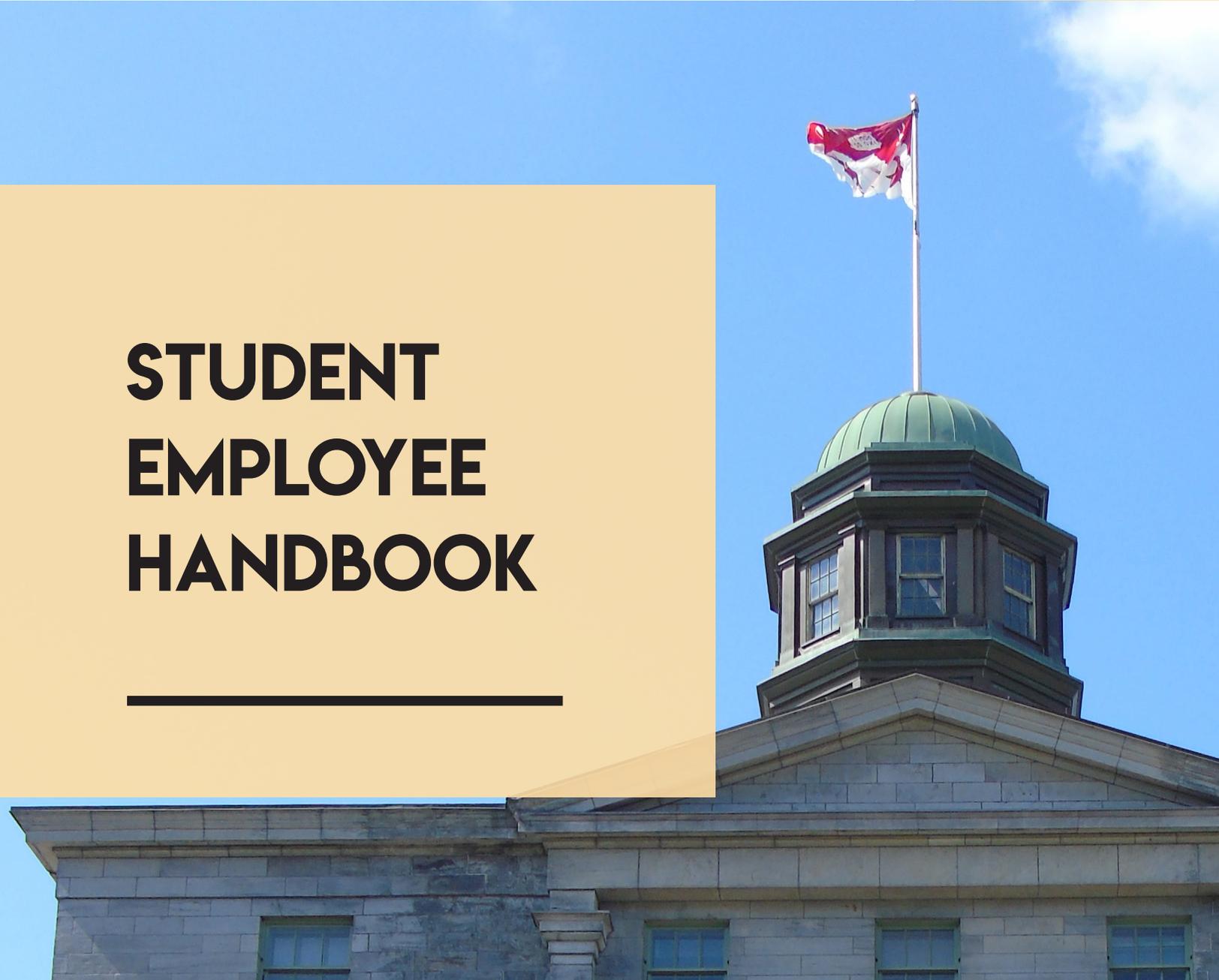


ALL AB  ARD

**STUDENT
EMPLOYEE
HANDBOOK**



McGill

Student Life
and Learning

***THIS HANDBOOK CONTAINS
PRACTICAL TIPS FOR
ADJUSTING TO THE MCGILL
WORKPLACE AND GETTING
THE MOST OUT OF YOUR
STUDENT EMPLOYMENT
EXPERIENCE!***

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WELCOME TO YOUR ON-CAMPUS JOB!

Universities' perspective on employing students is shifting; what was once seen as a way to fill in scheduling gaps is now seen as an opportunity to help students get career ready by treating on-campus jobs like a training period for the real world.

But what about your perspective? How do you feel about your campus job? Maybe for you it's just some extra cash. Well, you may not realize it, but the work you are going to do at McGill is very important and highly valued. We encourage you to see this as a training opportunity, which can set you up to succeed in your future workplaces.

Just because you don't plan on making a career out of your campus job doesn't mean that we should dismiss the experience as inconsequential. Experience is a great teacher that can help you to:

- Understand your personality based on the kind of worker you are
- Narrow down the job types that may be right for you
- Build friendships that will serve as a network

They can also provide more substance for your resume, and yield potential professional references.

No matter what the task – from organizing files to working reception to washing dishes – approaching your campus job with an open mind and willingness to learn will allow you to see what kind of tasks and work context are the right fit for you. If you have the right attitude, you may find that the job experience you're about to embark on is invaluable. Everything is a stepping stone, so good luck!

**“
SELF-AWARENESS IS
DEFINED AS A CONSCIOUS
KNOWLEDGE OF YOUR
CHARACTER, FEELINGS,
MOTIVES, AND DESIRES.
”**

HOW TO USE THIS HANDBOOK

This document is a reference tool to learn about workplace rules, policies, and expectations. Reading this handbook early on will provide you with a general understanding of Student Life and Learning affiliated workplaces.

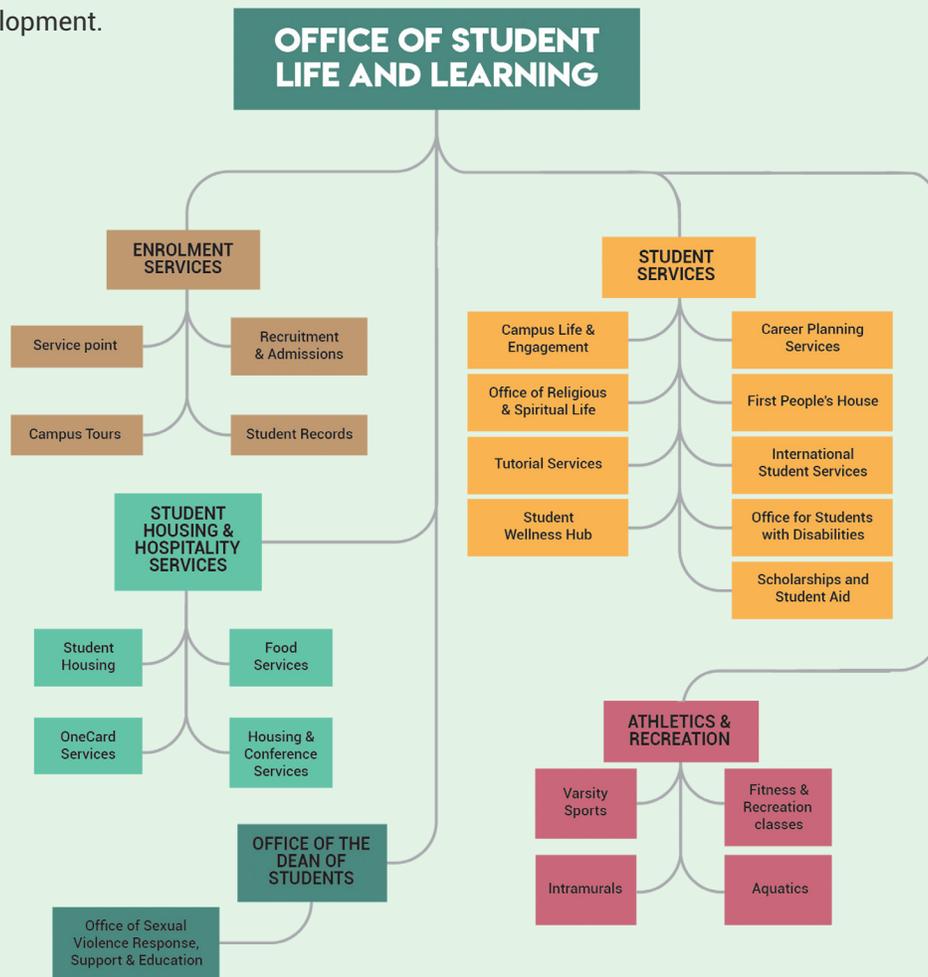
Keep in mind that each unit varies in terms of their specific requirements for student employees, so the contents of this handbook have been generalized for educational purposes targeting a broad audience.

This handbook does not supersede any unit-level practices, union agreements, or any other documentation regulating employment conditions, so there is room for interpretation. If you have any questions, you are strongly advised to bring them to your supervisor.

Questions on any material in this handbook should be directed to the **Onboarding Central contact page**.

WHAT IS STUDENT LIFE AND LEARNING?

Student Life and Learning (SLL) is comprised of six units with different operational priorities, workplace cultures, dress codes, and work processes. Despite these differences, all SLL units share a **core mission of “supporting students inside and outside the classroom by creating a campus environment where students can thrive”** by offering services and programs that encourage intellectual, social, cultural and physical development.



To Learn More About SLL

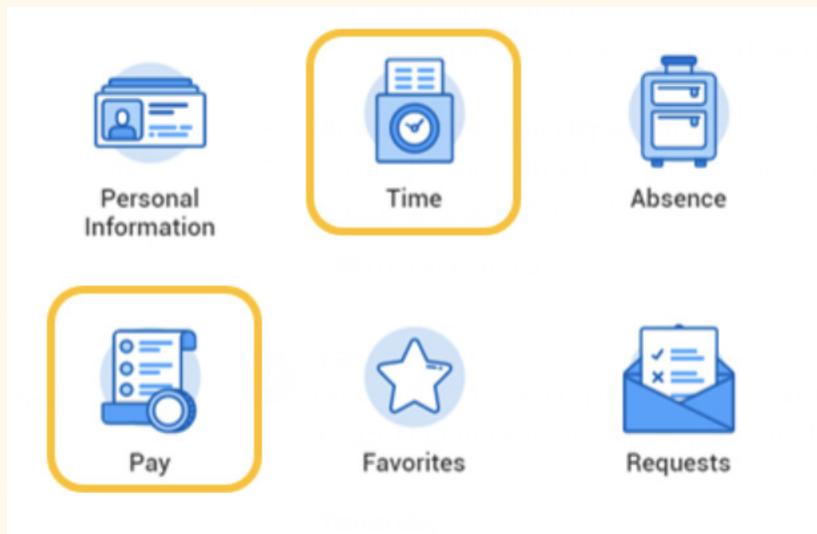
If you'd like to learn more about the different SLL units, visit each unit's website:

- Office of Student Life and Learning: <https://www.mcgill.ca/studentlifeandlearning/>
- Athletics & Recreation: <https://mcgillathletics.ca/>
- Enrolment Services: <https://www.mcgill.ca/es/>
- The Office of the Dean of Students: <https://www.mcgill.ca/deanofstudents/>
- Student Housing and Hospitality Services: <https://www.mcgill.ca/shhs/>
- Student Services: <https://www.mcgill.ca/studentsservices/>

GETTING PAID

McGill students submit their work hours in Workday and get paid on a bi-weekly basis.

- Students must set up **direct deposit**
- Enter hours worked weekly
- Workday is where you can view **pay slips** and **tax documents**



It is important to verify the time entry submission process with your supervisor.

Depending on the unit you work for, your time approval process and contacts may vary (e.g., HR advisor, or other admin staff) - Different units have different processes.

Time worked must be submitted, and approved prior to the payroll deadline in order to receive pay on the scheduled payday - <https://www.mcgill.ca/hr/pay/pay-schedule>.

To visit Workday, ***click here***

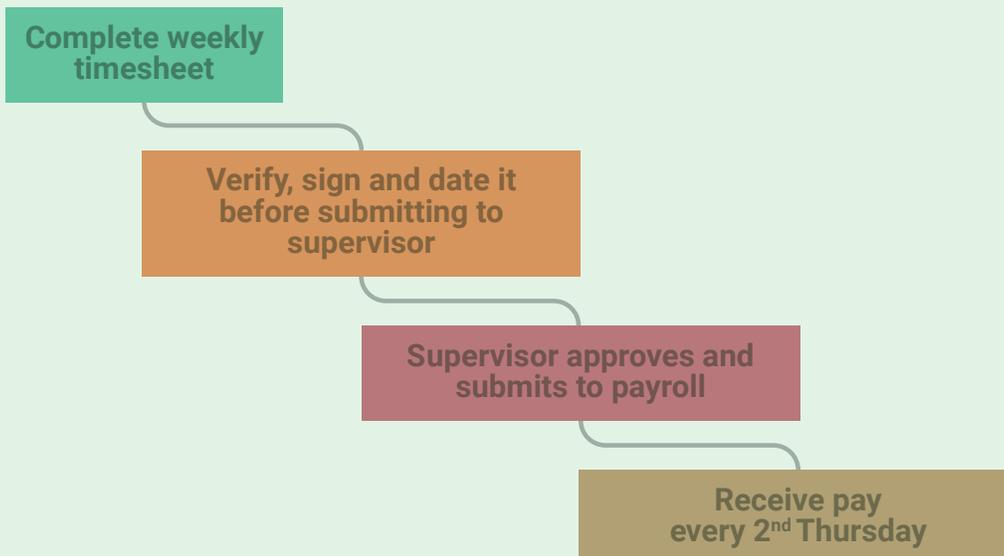
SAMPLE PAY PERIOD

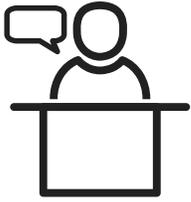
OCTOBER						
S	M	T	W	T	F	S
	1	2	3	4	5	6
7	8	9	10	11	12	13
14	15	16	17	18	19	20
21	22	23	24	25	26	27
28	29	30	31			

NOVEMBER						
S	M	T	W	T	F	S
				1	2	3
4	5	6	7	8	9	10
11	12	13	14	15	16	17
18	19	20	21	22	23	24
25	26	27	28	29	30	

TIME ENTRY PROCESS

- Enter, edit, and submit hours with the **Time Entry Calendar**
- Enter:
 - Hours Worked
 - Time Type
 - Time In
 - Time Out
 - Comments
 - *E.g., Remote Delivery Teaching Lab support - admitting waiting room students and recording session*





PROFESSIONAL EXPECTATIONS

CLIENT SERVICE

As a student employee, you are an extremely valuable ambassador for the University. When addressing clients (students, staff, faculty, or members of the community) whether on the phone or in person, it is key to be friendly, kind, helpful, and ensure that you treat everyone with professionalism and respect. Here are some dos and don'ts:

CLIENT SERVICE DOS

- Have a positive attitude and greet clients with a :)
- Be proactive: GO TO clients instead of waiting for them to come to you
- Be conscientious of the environment at all times: This means paying attention to how we express ourselves (co-workers and clients can hear you)

IN ACTION!

- Politely greet them at all times (e.g., *"Hi, how can I help you?"*)
- Encourage them to explore new options as soon as they seem a bit discouraged: *"Have you tried ...?"*
- Anticipate your clients' needs and surprise them with solutions: *"Let's see if I can find the phone number for that unit"*
- Accompany your clients to the place they are looking for

CLIENT SATISFACTION

THE CLIENT SHOULD FEEL LIKE YOUR PRIORITY -
Key phrases:

- "I understand ..."
- "I hear what you're saying ..."
- "I'm going to TRY and help you ..."

TIPS:

- Apologizing for a problem goes a long way in taking the edge off of a difficult situation. This is because people often simply want to feel empathy for what they experienced
 - ◇ "I'm sorry to hear that"
- **REMEMBER: You're not expected to know everything**
- If you cannot solve the problem or provide another option, assure the client that you will see that the proper person is notified and ask your supervisor, or another experienced co-worker how to handle it
- Never make promises that you cannot guarantee



PERSONAL APPEARANCE AND DRESS CODE

Dress code expectations vary across the different units and even within the units, so it is always best to discuss what is acceptable vs. unacceptable with your supervisor.

The type of job you have may have specific dress code standards. For example, depending on where you work in Athletics and Recreation, you will be required to wear a certain uniform or business attire (e.g., intramural officials, group fitness instructors, lifeguards, and personal trainers, and students employed in the business office).

TIPS:

- Dress comfortably, especially if your role requires physical movement and activity.
- If you forget all or part of your uniform, mention it to your supervisor, so they can provide a replacement.

YOU ARE THE IMAGE OF MCGILL!

In general student employees should:

- Maintain a clean and presentable appearance.
- Ensure that the messages on their clothing are consistent with McGill's values of promoting a safe, inclusive, and respectful environment.
- Consider avoiding the use of scented products (e.g. perfumes or colognes). This helps minimize risks for people with environmental sensitivities, or health issues (allergies and asthma).



WORK EXPECTATIONS

Your unit may have specific work spaces set aside for student employees, or you may be sharing space and equipment with other staff. In any case, it is important to be considerate of others – that’s what being a conscientious employee is all about!

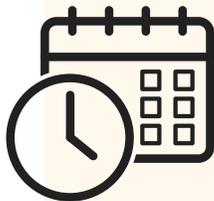
TIPS:

- Keep your work area clean and presentable (don’t leave food or beverages in your area).
- Clean up after yourself (e.g., ensure garbage and recyclable items are in the proper bins).

SCHEDULING

Schedules are created to provide units and staff with the support needed to achieve day-to-day operations and unit-level goals. Supervisors rely on their student employees, who are important members of their unit’s team, to be conscientious of this.

- Find out who you should notify, and if you are going to be late please let someone know as soon as possible. It reflects well on you to give advanced notice!
 - ◇ Student employees who are late more than once could warrant disciplinary action.
- Plan your study time wisely during exams and let your supervisor know if you will need to adjust your typical work schedule. Remember – people are relying on you, so a bit of planning can go a long way towards avoiding later stress, for you and your team.
- If you are unable to work your scheduled hours, refer to the steps outlined in the In Case of Absence section below.



ARRIVE ON TIME

Punctuality is always important.

TIPS:

- It's best to arrive approximately 10 minutes before your shift
- To avoid being delayed by unexpected emergencies, you should factor in some extra time for your commute.
- Being ready to work at the onset of your shift means that you are dressed in uniform, if you have one.
- Remember: Being early is always preferable to arriving late!

IN CASE OF ABSENCE

***Note:** Ask your supervisor about absence communication portocol (how, when to whom) on your first day.

- **Step 1:** In the event of an illness, or scheduling conflict, please alert your supervisor as soon as you know that you will be unable to work and discuss the protocol for finding a replacement.
- **Step 2:** If you don't hear back, follow-up with your supervisor to confirm that they got your message.
- **Step 3:** If they ask you to find a replacement, check with your colleagues (with whom you share your job duties) to see if they are available to cover your shift.
- **Step 4:** If you are unable to find a replacement, let your supervisor know, so they can start searching for one.

TIPS:

- Send an email with the word “ABSENT” in the subject line.
- If unable to reach your direct supervisor, tell another employee to ensure staffing needs are met in your absence (e.g., supervisor on duty).
- Certain roles remain active and open during some holidays and through exams, which can create scheduling conflicts for students with travel plans – be proactive and manage this early on.



CELL PHONES

Whether or not it is appropriate to make/take personal phone calls during work hours will depend on the situation. While this is always acceptable in the case of an emergency, you should use your discretion about whether other situations warrant the use of your cell phone.

It is never appropriate to check your social media account at work, unless this is part of your job.

TIPS:

- Store your cell phone in a desk, locker, or bag so that you are able to remain focused on your work and your clients.
- If you must speak on your cell phone, go to a location that affords some privacy, or at least close your door.
- During meetings, it's best to put your phone on vibrate.
- If you are dealing with a situation where your friend or family member needs to reach you at a moment's notice, you should explain this to your supervisor, so that if it happens to ring, they will know this is an exception and not the rule.



COMPUTER USE

Most student employees will use a computer in some capacity for work purposes. When doing so, it is important to acknowledge that:

- McGill computers are McGill property that should always be used in an ethical, responsible and lawful manner.
- The purpose of work computers is to do work, so this needs to be respected.
- Confidential documents/information must be kept confidential and secure.

TIP. Ask your supervisor what is acceptable vs. what is not - before deciding it's OK to use your work tools/space to do school work, or tend to personal matters, while on the job.

PERSONAL VISITORS AND SOCIALIZING WITH COLLEAGUES

Personal visits should only take place during scheduled breaks or meal times. This also applies to student employees visiting with each other during work hours.

When meeting friends or family at the work place, try to arrange to meet them in the lobby or outside of the work area. Most units have limited space and may be open to the public, so personal discussions may be disruptive to clients, or colleagues who need to focus.

Socializing with colleagues is an important way to build relationships in the workplace, but striking the right balance can be difficult. Please use professional judgement in determining what a reasonable length of time is to spend socializing with colleagues during work time.

TIPS:

- Keeping chit chat to a reasonable length or saving it for breaks signals to your co-workers that you respect their space.
- Don't socialize so much that your co-workers perceive you as wasting time.
- Don't be so intent on proving how hard-working you are, that you don't socialize enough.



COMMUNICATION ETIQUETTE

The traditional arrangement where each employee gets their own office is long gone, so here are some tips on how to communicate in a shared workspace:

TALK SOFTLY!

- Whether chatting on the phone or face-to-face with a co-worker, respect others around you by keeping your voice low.

SPEAKERPHONE

- If you need to use speakerphone, be considerate of others by turning down the volume, so that only you can hear both sides of the conversation.

RESPECTING DIFFERENT WORKSTYLES

As you get to know your co-workers, you will learn their workstyles and read the signs. Be observant and the rest will come. For example, some people want time to get settled into their space first thing in the morning, so you should avoid approaching them first thing with a list of questions.

Depending on who you need to speak with, you should approach their workspace as if it were an office. Here are some sample openers:

- "Is now a good time?"
- "Sorry to disturb you. I'd like to ask you a quick question."
- "Do you have a few minutes to talk about the project? I wanted to get your feedback on several issues."

TIPS:

- If the person is on the phone, leave and come back at another time. Unless you are dealing with an emergency, it is inappropriate to interrupt.
- It's important to indicate how much time you will need - especially if your request will take a substantial amount of time.



CODE OF CONDUCT

- Never work under the influence of drugs or alcohol
- Only smoke in designated smoking areas
- Respect the break and meal times that you're assigned
- Every employee is expected to treat the people they interact with respectfully.
- Unauthorized use of office equipment (supplies, telephones) is not permitted.
- Any conflicts or problems that arise with co-workers or clients must be brought to the immediate attention of your supervisor.
- All injury-related situations, major or minor, must be reported to your supervisor or experienced staff member and accompanied with the completion of an accident report form.
- First Aid Kits are available at most locations. If you don't know where one is, just ask your supervisor.

THEFT AND VANDALISM

Theft is defined as the unlawful taking of property. Vandalism is the unlawful destruction of property. Any student employee that witnesses theft or vandalism should immediately contact their supervisor or another experienced employee. It is important that you **DO NOT** confront the person yourself.

WORKPLACE POLICIES

As McGill staff, it is essential that student employees abide by the University's policies.

It is important that you review these policies by visiting the pages listed below.



SEXUAL VIOLENCE

- This policy outlines McGill's commitment to creating and sustaining a safe environment through proactive, visible, accessible and effective approaches that seek to prevent and respond to Sexual Violence.
- [mcgill.ca/secretariat/files/secretariat/policy_against_sexual_violence.pdf](https://www.mcgill.ca/secretariat/files/secretariat/policy_against_sexual_violence.pdf)
- Student Employees must complete mandatory online training called "It Takes All of Us" for staff and students.
- This training can be accessed by signing into myCourses.
-



POLICY CONCERNING SMOKING AT MCGILL UNIVERSITY

File a formal report or provide information on how to report.HR/Labour Relations

- This policy is geared to establishing a smoke-free environment in order to promote and preserve the health and well-being of all members of the University community, while allowing for the exercise of personal choice.
- https://www.mcgill.ca/secretariat/files/secretariat/smoking_policy.pdf



HARASSMENT, SEXUAL HARASSMENT, AND DISCRIMINATION

- This policy is aims to uphold an environment free of Harassment, Sexual Harassment and Discrimination as Prohibited by Law.
- https://www.mcgill.ca/secretariat/files/secretariat/policy_on_harassment_and_discrimination.pdf



RESPONSIBLE USE OF MCGILL INFORMATION TECHNOLOGY RESOURCES

- This policy outlines the responsibilities of the University and members of the University community in the use of McGill IT Resources.
- [mcgill.ca/secretariat/files/secretariat/Responsible-Use-of-McGill-IT-Policy-on-the.pdf](https://www.mcgill.ca/secretariat/files/secretariat/Responsible-Use-of-McGill-IT-Policy-on-the.pdf)



- McGill is strongly committed to equity and diversity within its community. Students with disabilities are encouraged to speak with their supervisor early on about any accommodations they require.



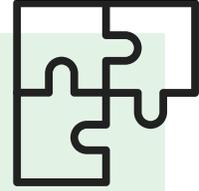
WORKPLACE HEALTH AND SAFETY

The Security Services Team strives to create and maintain a safe campus experience for students, staff, faculty and visitors. You can call security if you feel unsafe on campus.

If you have a work accident:

- **Step 1:** Report the event to your supervisor immediately
- **Step 2:** Participate in the work accident investigation with your supervisor (if you are fit to do so)
- **Step 3:** Complete the Accident, Incident & Occupational Disease Report form at: <http://webforms.mcgill.ca/ehs/ehs.asp?bhcp=1>. The supervisor is responsible for sending the completed form to your HR Advisor and EHS promptly.
- **Step 4:** If you believe you require medical assistance, you should consult a physician. If the physician provides documentation, you should provide a readable copy of the medical documents to your immediate supervisor or your HR Advisor
- **Step 5:** If time off work is prescribed by the physician, then the supervisor must submit promptly, to your area HR Advisor, the completed Accident, Incident & Occupational Disease Report form and all the medical documentation. The HR Advisor will send everything to Benefits who will open a claim file with CNESST (Quebec's government body for workplace regulations, equity, health and safety).

***Note:** It is preferable to complete this form online, however if you need a hard copy, please find all forms relevant to health and safety at mcgill.ca/ehs/forms/forms



INTERNATIONAL STUDENTS

International students must ensure that they have a proper work authorization to work in Canada. Please refer to International Student Services for more information concerning work authorization and applying for a Social Insurance Number by going to: www.mcgill.ca/internationalstudents/work/oncampus-work

STUDENT EMPLOYMENT RESOURCES

The following resources are available at: mcgill.ca/onboardingcentral

- Career Development Workshops
- Skills21 and Skillsets
- Work Study Program
- HR representatives
- Labour Relations representatives

QUICK GUIDES

Visit mcgill.ca/onboardingcentral/students/guides to learn more about the topics below:

- Asking the right questions
- Getting settled during your first week on the job
- Sending professional e-mails
- Capturing your on campus work experience in your CV
- Requesting a professional reference



KEY TAKEAWAYS

- **Remember that the work you do at McGill matters!**
- **Try to develop positive work habits**
- **Enjoy and learn from your supervisor and colleagues**



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